



UAC Registration Troubleshooting

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When accessing the User Administration Console (UAC), Cornerstone, or the Medi-Cal Rx Provider Portal, make sure to follow the suggested technical guidelines to experience the best functionality of these Medi-Cal Rx Web Portal applications. It is recommended that after completing UAC registration, you bookmark <http://ciam.primetherapeutics.com>. Utilize the Chrome, Firefox, or Microsoft Edge browser to access Medi-Cal Rx applications. It is helpful to disable pop-up blockers and clear your cache to help avoid further accessibility issues.

The following are possible error messages and ways you can resolve them. You can also find more information in the [User Administration Console \(UAC\) Quick Start Guide](#) and [Provider Registration and Training FAQs](#).

Issue/Error Message	How to Troubleshoot
Email activation link not received	<p>The activation email will be sent to the email address listed upon registration completion. Check your spam/junk folders if you did not automatically receive the confirmation email.</p> <p>To request a new activation link, use the following instructions:</p> <ol style="list-style-type: none">1. Go to https://uac.primetherapeutics.com.2. Click Resend Confirmation Email on the right-hand side of the screen, enter your email address, and click Send. <div><p>Indicates required field *</p><p>RESEND CONFIRMATION EMAIL</p><p>User ID (Email) *</p><p>SEND</p></div> <ol style="list-style-type: none">3. Check your email. The activation email will be from Prime Therapeutics State Government Solutions LLC (Prime).4. Click on the URL provided in the email, which will bring you to a confirmation page.

Issue/Error Message	How to Troubleshoot
User not assigned to the client application	<p>This error message occurs for users that do not have the designated role permissions. Users need to contact their organization's Delegated Administrator (Del Admin) to update their role permission for the account.</p> <p>Note: Watch the UAC Tutorial #3: Granting Access for Yourself and Staff to help your organization add role permissions.</p>
User ID already exists – when registering for a Personal Identification Number (PIN)	<p>Confirm with your admin/manager if a Del Admin account was created for your organization. If you encounter this error message, it is likely that someone else has already registered the National Provider Identifier (NPI) for your organization.</p> <p>If you want to add another organization NPI from an existing Del Admin account, use the following instructions:</p> <ol style="list-style-type: none"> 1. Log in as the Del Admin. 2. On the Organization Management screen, select the Add an Org button. 3. From this screen, you will enter the NPI to request a PIN letter. 4. Return to the Organization Management screen once you have obtained your PIN letter and select the Register w/PIN button to complete your registration.
Unauthorized – when logging into UAC	<p>This error message occurs when a standard user (non-Del Admin) attempts to log into UAC. Only Del Admins are permitted to log into UAC.</p>
ORG ID invalid	<p>This error message occurs when the NPI entered is invalid or not registered in Provider Application and Validation for Enrollment (PAVE) or with a Managed Care Plan (MCP). To permanently change your address on record, pharmacy providers and prescribers need to contact the California Department of Health Care Services (DHCS) Pharmacy Enrollment Division (PED). The best way to contact PED is by submitting the inquiry form located under Contact Us – Provider Enrollment Directory on the PAVE Portal or by phone at 1-916-323-1945.</p> <p>Note: Prescribers can only register using their NPI Type 1. Pharmacies can use either Type 1 or 2 to register.</p>

If these suggestions do not help resolve your issue, contact the Medi-Cal Rx Education & Outreach Team at MediCalRxEducationOutreach@primetherapeutics.com.